

**Plan effective date: July 28, 2012**

# Transitioning to your new PPO plan

## For County of San Bernardino employees

### Welcome

Blue Shield of California is glad to serve you and those who depend on you for healthcare coverage. Here is an overview of some ways to help you transition into your new PPO health plan.

### Finding a Blue Shield PPO physician

When you enroll as a PPO member, you have access to one of the largest PPO networks in California. Here's how to find a doctor or verify that your current doctor is in the Blue Shield network.

#### 1. Find a provider online.

Go to [blueshieldca.com/findaprovider](http://blueshieldca.com/findaprovider) and follow the easy steps to find the type of provider you want, or to see if your current provider is in our network.

When asked to choose a plan type, be sure to select *Blue Shield of California PPO Network* to ensure you are searching the correct provider network.

If you don't have access to the Internet or need help, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** for personal assistance.

#### 2. Make sure the physician you choose is accepting new patients.

If you're choosing a new physician, it's always best to phone the physician's office and ask about becoming a new patient. If you visit a non-network physician, you must pay for the services, and submit your claims to Blue Shield.

OR

#### Check to see if your current physician is in-network or out-of-network.

You may continue seeing your current doctor for most covered services, even if your doctor isn't part of the plan's provider network. Keep in mind that if your physician is not part of the plan's PPO network, you will have to pay more for each visit.

#### 3. Make an appointment with your new doctor.

We highly recommend that you don't wait until you get sick to meet with your doctor for the first time. Call your doctor to schedule a new-patient appointment as soon as possible. Your doctor needs to get to know you and your medical history.

### Prior authorization for scheduled treatment

If you have a condition and have been scheduled for treatment on or after your benefits effective date that required authorization from your former health plan carrier, it is likely that this treatment will now need to be authorized by Blue Shield. For questions about prior authorization or to initiate authorization, simply call your dedicated Blue Shield Member Services team at **(800) 642-6155**.

### Transferring your medical records

If you are selecting a new physician, you'll need to transfer your medical records from your previous doctor to your new Blue Shield network physician. Your new physician can provide the proper form for you to complete and sign. This form will need to be mailed to your previous doctor, who will then send copies of your medical records to your new physician.

### Prescriptions

Check the Blue Shield drug formulary to see if your medication is in our formulary. It may differ from your former health plan's formulary. Go to [blueshieldca.com](http://blueshieldca.com) and click on *Pharmacy* to access our drug database and formulary selection.

Take your prescription to a network pharmacy. Inform them that you have new prescription benefits, and provide them with your new member ID card. To find a network pharmacy nearby, go to the *Pharmacy* section at [blueshieldca.com](http://blueshieldca.com), and click on *Find a Pharmacy*.

We encourage you to refill any maintenance medications you take prior to benefits effective date to ensure that you have a supply on hand prior to the change in coverage.

If you are currently on a mail order prescription program, ask your pharmacist to transfer the refills to your new benefits under Blue Shield. Or, if they are unable to, call your doctor's office, get a new prescription, and have your pharmacist fill the prescription and apply your new Rx coverage. The mail order prescription program is no longer mandatory.



### Prescriptions by mail (optional program)

Members who take stabilized doses of covered long-term maintenance medications for conditions such as high blood pressure or diabetes can order a mail service refill of up to a 90-day supply. This is an optional service that may save money on your copayment, and there is no charge for shipping.

To get started, you will need to obtain a new prescription from your doctor and then complete the PrimeMail New Order form. You can download the PrimeMail New Order form by going to [blueshieldca.com](https://blueshieldca.com), clicking on *Pharmacy*, and then *Mail-service Prescriptions*. Or, you can call PrimeMail at **(866) 346-7200** to request a form. After you send your initial prescription to PrimeMail, you can order refills online by going to [MyPrimeMail.com](https://MyPrimeMail.com).

### Your new Blue Shield member ID card

At your next visit to your doctor or pharmacy, on or after your benefits effective date, you will need to present your Blue Shield member ID card to let your doctor or pharmacy know that you have changed health plans. Your new card will only include the name of the subscriber and not the names of any dependents that are covered through Blue Shield.

blue  of california	
Subscriber <b>John Doe</b>	Group# <b>123456</b>
ID# <b>XXXJ12345678</b>	Effective Coverage Plan <b>xx/xx/xx Individual PPO</b>
Rx	<b>Yes</b>
<b>\$XXX/\$XXX DEDUCTIBLE</b>	
	

Please review your new ID card carefully, and make sure all of your information is correct. Be sure to replace your old health plan ID cards with this one.

If you have yet to receive your member ID card in the mail and need it right away, call customer service at **(800) 642-6155**. Let the representative know you do not have a member ID card and would like your Blue Shield Subscriber/Member ID number. You will be given your Subscriber/Member ID number (including the alpha prefix) and group number. Go to [blueshieldca.com](https://blueshieldca.com), register or log in, and click on *My Health Plan*. Select *Print Blue Shield ID Cards (temporary)*, and follow the instructions. You can print a temporary card at any time.

If you need to order an additional ID card, go to [blueshieldca.com](https://blueshieldca.com), register or log in, and click on *My Health Plan*. Select *Order Blue Shield ID Cards*, and follow the instructions. You will receive your new ID card via U.S. mail within seven to 10 business days.

### Member confidentiality

Blue Shield protects the confidentiality and privacy of your personal and health information – including medical information and individually identifiable information, such as your name, address, telephone number, and Social Security number. To ensure this, **Blue Shield requires a signed authorization form for you to access health information for your spouse or dependents over age 18**. To request an authorization form, go to [blueshieldca.com](https://blueshieldca.com), and in the Search box at the top of the page, type in "C15625 AuthForm" and download the form. If you don't have access to the Internet, or have questions about how Blue Shield protects your privacy and confidentiality, please call our Privacy Office directly at **(888) 266-8080**.

### Coverage outside of California

As a Blue Shield PPO member, you and your eligible family members will have access to care across the United States and urgent care around the world. You can locate a BlueCard provider at any time by calling **(800) 810-BLUE** or by going to the *Find a Provider* section of [blueshieldca.com](https://blueshieldca.com). It's in your best interest to see a BlueCard provider, to keep your costs down.

### We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY **(866) 216-9926** for personal assistance. They are available from 7 a.m. to 7 p.m., Monday through Friday. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBS) website at [www.mybenefitsatwork.com](https://www.mybenefitsatwork.com) or [www.sbcounty.gov/hr/Default.aspx](https://www.sbcounty.gov/hr/Default.aspx).